Motor Vehicle Services
TALE LITE
SEPTEMBER 1990 VOL. 17 NO. 5 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

October start-up draws near:

MVS gears up for CDL testing

by Edyth Hetman

It's almost October—almost Commercial Driver License (CDL) test time.

After months of exploring different ways to meet our goal—testing and licensing up to 350,000 New Jersey commercial drivers—decisions are coming fast, and action is underway all over.

Division people not already involved with CDL in one way or another are bound to be soon: "Just planning for this program has been one of our major efforts this year, and pulling it off will take all we've got," declared Deputy Director Michael A. Santaniello.

Those who answer phones, collect fees, enter data, write letters, conduct training, work on facilities and serve customers in any way will be part of the CDL project . . . for starters!

Here's a run-down of what's been happening with the CDL program.

• Since mid-July, more than 4,000 applicants for commercial driver licenses have taken over 9,000 basic and endorsement tests at Motor Vehicles' Quakerbridge offices. Drivers from NJ Bell, the Department of Transportation and other companies with large commercial driver fleets got a head start on the testing process.

• On September 17, 35,000 letters began to go out to commercial drivers telling them to come to an agency to schedule their CDL tests. This letter marks the official start of CDL involvement for even more MV people.

• In the Phone Center and division correspondence centers, where customer contacts are expected to increase once commercial drivers get the scheduling letter, anticipation is the name of the CDL game. MV people have prepared taped messages for after-hours queries and anwers to questions they expect to be asked by phone or letter.

And of course the deluge of questions and problems that these units expect will be just small reflections of what will happen at agencies around the state as drivers get the letter and come in for scheduling.

• Facilities management people have been preparing 14 sites to handle the CDL testing. Test sites are located in the:

- Wayne, Lodi and Rahway MV flagship facilities;
- Washington and Vineland agencies;
- N. Plainfield, Jersey City and Miller Air Park driver testing centers;
- (old) Cherry Hill agency;
- Quakerbridge Plaza Offices (bldg. 5);
- Cardiff Fashion Center, Cardiff;
- Deptford, Trenton and Wayne regional service centers.

As *Tale Lite* went to press, facilities people had renovated the walls and floors and hooked up more than 500 of the 600 terminals that will be used for automated testing.

• The Personnel Bureau has been recruiting and hiring people for the CDL project. Most of the "new" CDL staff will actually be MVS people transferring to CDL positions, while new employees fill in for them. For example, if a Safety Specialist 2 transfers to an Exam Technician position for CDL

(Cont. on page 6)

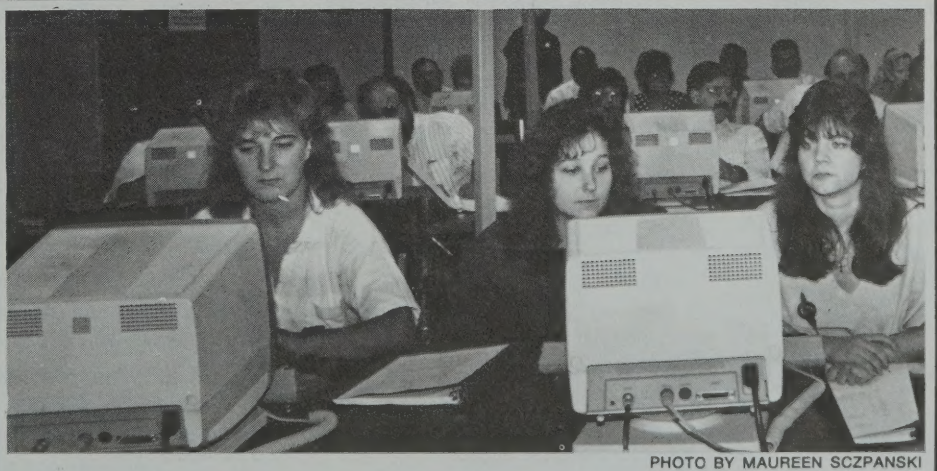


PHOTO BY MAUREEN SCZPANSKI

MV people attend one of the many new training programs for the commercial driver license program.

New floor monitor system for downtown buildings

Motor Vehicles people in the buildings at 25 S. Montgomery and 137 E. State can look forward to cleaner working conditions, now that a new floor monitor system is in place.

Started this summer, the system relies on one person, or monitor, from each floor to walk around his/her area every morning and check up on the cleaning services done the previous night.

Under contract to Motor Vehicles, the All Clean company is responsible for a variety of daily cleaning services. For example, all carpeted areas must be vacuumed, bathrooms cleaned and restocked with supplies, drinking fountains cleaned and wastebaskets emptied. If anything isn't done—or is not done right—the floor monitor reports the problem to Facilities Management. A record is kept and the vendor is required to do the missed job on the next shift.

People who feel that their work area is not being properly cleaned can notify their floor monitor. With their alternates, monitors and phone numbers are listed below.

25 S. Montgomery St.

FLOOR	MONITOR	TELEPHONE
1st Floor	John Sparano	633-3631
alternate	Sally Anderson	633-3630
2nd Floor	Joanne Christ	292-8499
alternate	Mary Ann Patton	292-4121
3rd Floor	Jerie Parker	292-6161
alternate	Edel McQuaid	292-4585
4th Floor	Janice Ratoff	633-2194
alternate	Sharon Hartmann	same
5th Floor	Martin Haas	984-2701
alternate	Ruby Ruffin	same
6th Floor	Peggy Seipel	984-3180
alternate	Cesar Molina	292-9323
7th Floor	Terese Ver	984-7577
alternate	Katherine Ziolkowski	292-7038

137 E. State St.

FLOOR	MONITOR	TELEPHONE
Basement	Ed Green	292-1325
alternate	Guy Pensavalle	same
3rd Floor	Eugene Glazer	292-7547
alternate	Paul Wilson	same
5th Floor	Vinnie Wallace	292-4192
alternate	Jeff Conner	same
6th Floor	John Smith	292-6690
alternate	Marian Mathews	633-7391

THE TALK AT MVS

Wedding bells rang on July 14 for **Jill Meyers,** support services representative 2 in the Budget Support Unit, and Jim Lake, formerly of Facilities Management. The ceremony took place in Penndel, PA. The Moorestown couple honeymooned on Hilton Head Island in South Carolina.

✓

If **Anne Derrico,** support services representative 1 in the Driver Control Unit, seems preoccupied with baseball, there's a good reason. Her grandson, Joe Salzano, has signed a pro contract with the Chicago White Sox. An outfielder, he's now in training with the team's rookie league in Sarasota, Florida. Anne said Joe is one of six grandchildren.

✓

Get well wishes are extended to **George Robinson,** media technician in the Communications Office. The Tale Lite editor is recuperating from a recent operation and should be back on his reporter's beat some time next month.

✓

Congratulations to **George Hahn** and his wife Monica on the birth of their son Andrew this summer. George is a safety specialist 1 at the Manahawkin Inspection Station.

✓

Chris Wheeler, support services representative 1 in Employee Services, has announced her engagement to Dean Appleby. Dean works for the New Jersey Turnpike. The couple plan an October 1991 wedding.

✓

Sonia Whittle, principal payroll clerk in the Personnel Bureau, has become a grandma. La-she' Akeem was born to her daughter Collett and her husband Kenneth Henderson. The couple are serving in the United States Army and are currently stationed in Germany. More congratulations to Sonia, as she plans a June 1991 wedding to L&PS security guard Richard Baldwin.

MV people exchange ideas, suggestions

A fresh look: That's how the internal study of field operations, starting with MV's vehicle inspection program, is being described. It's your opportunity to tell us what you do every day—and how you think it can be done better.

Appointed in August, a cross-section of MV people has started going out into the field to talk with other employees about what changes might be made to further hone our vehicle inspection system. MV managers are tapping into the expertise of the people on the lanes and are listening to what these employees have to say.

Station visits also offer an informal forum for the exchange of ideas and suggestions between *all* MV people and spotlight any areas needing improvement at a particular site.

For example, each visit allows gathering of *specific* information, since each station's location, size, layout and staffing level differ. These differences can help—or hinder—an individual facility. By recognizing these differences, fair and equitable changes can be recommended for all facilities.

When MV people leave the station, they have a good idea of what, how and why things happen there, and based on talks with employees, they know what changes could possibly be made.

The suggestions made by MV people will form the foundation of a more comprehensive plan being developed to improve all MV operations. Increased productivity, uniformity, management, performance and efficiency—or PUMPE, as these key words are becoming known around the division—are the results we're hoping for. Tale Lite will keep MV people up with what's happening on the study.

Pay attention!

It pays to pay attention during MVS training.

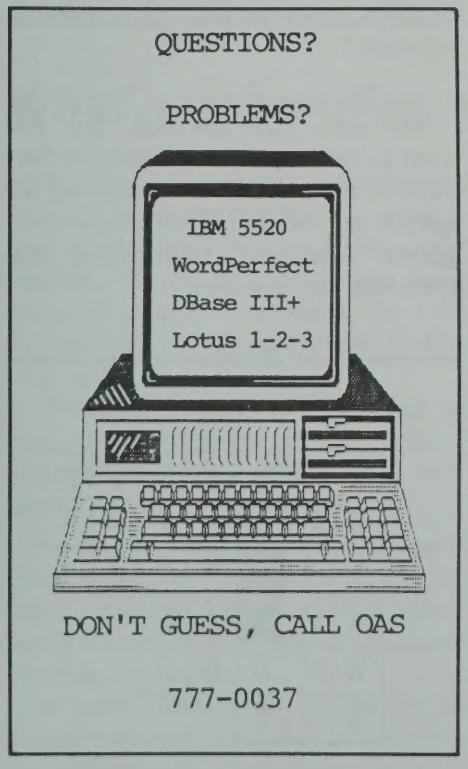
That's the lesson Elaine Lambert learned when she was recently praised by the Newton Police Department for spotting a fraudulent driver license application. The document was presented by a customer at the Newton Motor Vehicle Agency, where Lambert is a customer service representative 1.

Lambert took MVS' fraudulent document course in March of 1989. Her alertness and the training she received led to the arrest of two suspects by the Newton police. Their investigation also uncovered a "print shop" used by the suspects to manufacture the false documents.

In a letter to the division, Sergeant Ronald L. Clouse said Lambert saw the false application, became suspicious and called the police. "The people at this agency are a positive asset to your division," the officer wrote.

Help is on the way

How many times have you had problems signing on to your computer terminal or mysteriously lost a paragraph in a report you were typing on your PC?



The next time something like this happens, don't panic ... just call Motor Vehicles' new computer "Helpdesk." Provided by the Office Automation Systems (OAS) Unit, the Helpdesk was designed to centralize problems that people may have when using the IBM 5520 word processing system or a PC.

If you have a problem with your printer, monitor or a document and are using the IBM 5520, WordPerfect, Lotus 1-2-3 or DBase III+ systems, call the Helpdesk at 777-0037. OAS people are at the Helpdesk from 8 a.m. to 4:30 p.m. Monday through Friday, ready to offer assistance.

Problems that can't be resolved on the phone will be relayed to a specialized technician.

Remember this slogan when you have a problem: don't guess, call OAS.

So many people, so little time . . .

With more than 400 MV people requesting office automation training, it seems safe to say that this new employee service is already a success.

"The interest in learning more about personal computers and the 5520 (our word processing system) was great," said Dolly Brett, office automation specialist 2. "Thanks to everyone who applied."

Two months ago, the Office Automation Systems (OAS) Unit posted training request forms on division bulletin boards. The response was overwhelming, with MV people expressing interest in learning more about DBase III+, Lotus 1-2-3, IBM 5200, WordPerfect and other software programs.

The next step, according to Brett, will be to schedule all of these people.

"Don't think that we've forgotten you if you don't hear from us right away," she explained. "We're scheduling people first for Introduction to Personal Computers and then those interested in the IBM 5520. After that, we'll schedule employees for the other software applications. Everyone who has applied for training will be contacted, but it could take some time," she added.

A new look for MV people

by Maureen Sczpanski

They say that fashions change with the times. This must be true, since after nearly eight years, MV people are sporting a "new look." All safety specialists, exam technicians and field supervisors are wearing new, more comfortable uniforms.

Gone are the more formal striped trousers and blue shirts. According to Technical Support Supervisor Kathy Jaworski, they've been replaced with an "all-purpose" uniform that is more suitable to the work these people perform.

All safety specialists and exam technicians are wearing light grey shirts with charcoal grey pants. (The women exam techs have their choice of either pants or a skirt, as well.) They also received matching hip length vests. Field supervisors are wearing white shirts with charcoal grey pants.

Not only did stripes go, but ties and badges (worn on the old uniform shirt) were also eliminated.

PHOTO BY MAUREEN SCZPANSKI

Safety Specialist II Jan Loigu and Supervisor Dave Harrison, Eatontown Inspection Station, wear the new uniforms on the lanes.

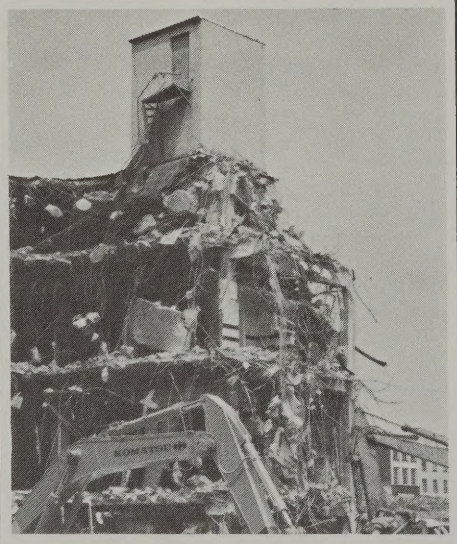
The result of almost two years of research, the uniforms will make moving around on the inspection lines easier and provide a more casual look, Jaworksi said.

"Union representatives joined our field people on a committee to explore the best type of outfit for these men and women," she explained. "The committee met quite a few times to discuss a new look and to review designs and specifications.

"In the end, we picked a uniform that's less formal, more comfortable and, most important, practical," she added. "Our people on the inspection lines move around constantly. They needed a uniform that provided flexibility to bend, stretch and maneuver around a variety of vehicles all day."

The exam techs and safety specialists are also involved in road tests, and they needed to be comfortable getting in and out of all types of cars, trucks and vans.

Besides the new (machine-washable) uniforms, MV people will continue to get shoes and boots, a fur cap, a baseball cap, a spring jacket and a winter coat.



Walking down these stairs definitely would not be good for your health. As you can see, they go to . . . nowhere. Just a few months ago, they would have led to the roof of the Department of Personnel building, that was demolished to make way for Motor Vehicle Services' new central office. All that remains of the three-story Trenton office building is a tangle of wires, concrete and metal.

PERSONNEL TIPS

by Ed Besko

Before cancelling health, dental or prescription benefits for any dependent, make sure that the coverage *can* be dropped. (For example, coverage cannot be dropped on a spouse if you're separated.) If coverage can be discontinued, as in the case of a divorce, call Barbara Louis, in the Payroll Unit, at (609) 292-4830. She'll send the person being dropped from your benefit plan a COBRA notification letter, which explains how long coverage can be continued.

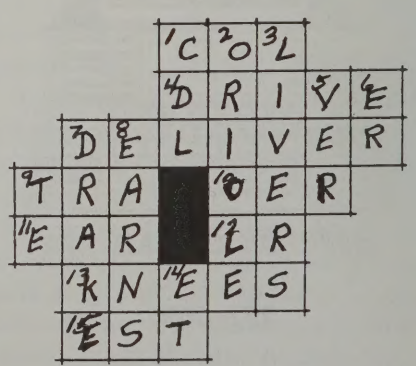
* * *

Benefit coverage for children can be continued until the end of their 23rd year. In November of that year, notify Barbara Louis to generate a COBRA letter so the child can continue benefits. In this case, COBRA coverage can be extended for up to three years. (NOTE: COBRA coverage requires a monthly payment.)

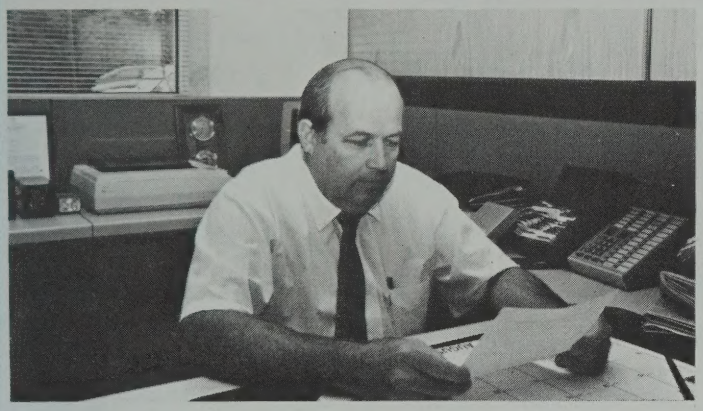
* * *

Attention, MV smokers. Do you want to stop? If so, call Employee Services at (609) 292-6161 to sign up for upcoming smoking cessation programs. Additional information and literature are available.

Solution



PROFILE



Rocco Ranalli

- **Job Description:** As manager of the Deptford Regional Service Center, he supervises 75 people. The center's agency is the busiest in the state, handling an average of 1300 transactions daily.
- **Job Experience:** He started with the Division of Motor Vehicles in 1952 as a teletype operator. (Before computers, teletypes were used to transmit info to law enforcement agencies.) After ten years, he left MV to open a service station in Hamilton Township. In 1976, he rejoined the division, holding a variety of positions since then, including supervisor in the telephone center and ombudsman at the regional center where he's now manager.
- **Education:** A graduate of Trenton Catholic Boys High School, he also holds a variety of certificates in business related programs.
- **Professional Accomplishment:** "I'm proud that I've come through Motor Vehicles' ranks, starting as a teletype operator and eventually being able to work my way up to manager of a regional service center."
- **Hobbies:** "I was a volunteer fireman for 35 years, so that took a lot of my time. Now, when I want to relax, my panacea is a trailer on the Susquehanna River, next to the Chesapeake Bay in Maryland." What does he do when he's down there? "We go fishing."
- **Favorite Movie:** "Love Is A Many Splendored Thing."... It was the first movie I saw with my wife after I came out of the army. I spent 16 months in Korea."
- **Favorite Book:** "I enjoy the Readers' Digest and I love crossword puzzles."
- **Married:** Wife of 33 years, Evelyn. "We met in the files at Motor Vehicles." (Evelyn also worked in the general information section. Still an MVS person, she now works at the phone center.)
- **Children:** Donna Marie Hornyak, 31; Mark Joseph, 30; Roxanne, 23.
- **Grandchildren:** Robert Dean, 1; Mark Joseph's wife and Donna Marie are expecting.
- **Residence:** Hamilton Township for the past 27 years.
- **What he likes best about MV:** Helping people. "The biggest part of this job is helping people, and that's something I really like to do. The people who work here are wonderful, too. We have a great rapport. When you have outstanding people, the job is much nicer. This year on my birthday, they called me out front to the agency, where there was a cake and candles. Everyone—even the customers—started singing happy birthday."
- **About his nickname:** "I've been called Rocky as along as I can remember. I didn't like it very much in grade school, but I've gotten use to it by now."

What's happening with FAIR?

Whether it's planning a program to identify uninsured motorists or sending out hundreds of letters to auto body dealers, Motor Vehicles people have been helping to implement the Fair Automobile Insurance Reform (FAIR) Act of 1990.

Because so much is happening so fast, here's an update on some related info that may help you in your own job.

- "JUA" is short for the Joint Underwriters Association, and the full name of the association is the New Jersey Automobile Full Insurance Underwriting Association.
- under FAIR, the JUA may no longer issue new policies or renew existing policies after September 30, 1990. Coverage will continue on valid policies issued up to that date.
- beginning October 1, the Market Transition Facility (MTF) will provide temporary automobile insurance coverage to people who can't get coverage in the voluntary market. Four of the five servicing companies doing business with the JUA will also be working with the MTF: Amgro, Inc., Policy Management Systems Corporation (PMSC), Warner Insurance Services and Computer Sciences Corporation.
- Electronic Data Systems Corporation (EDS) will *not* service the Market Transition Facility. Those who are insured by the JUA through EDS will continue with this company until their current policy expires.

New Station Opens

Motor Vehicle Services' new inspection station in Mays Landing opened its lanes to the public on Monday, September 10. Located off Rt. 40 in the Hamilton Township Industrial Park, the new two-lane facility replaces the antiquated Atlantic City facility which is now closed.

The station is expected to handle a minimum of 125,000 inspections annually. It is staffed by two supervisors and 12 safety specialists from the old Atlantic City station.

The 11-acre site is open 8 a.m. to 4:30 p.m. Monday, Tuesday, Thursday and Friday and on Wednesday until 7:30 p.m.

MVS gears up for CDL testing

(Cont. from page 1)

efforts, a new person will move into the Safety Specialist position.

• A special CDL Transfer Group will be set up in the Data Base Corrections (DBC) Section to answer the complex questions coming from commercial driver applicants. The Personnel Bureau and DBC supervisors have been staffing for this group.

"Just planning for this program has been one of our major efforts this year . . ."
Deputy Director
Michael A. Santaniello

The Customer Transfer Group that usually handles DBC questions from the phone center will help the new transfer group with queries like what tests should I take, what should I bring to the test and what will happen if I don't schedule a test date or take an exam. The Agency Helpline, to grow in size, will answer CDL questions from agencies.

• Because CDL tests can be taken during normal business hours, evenings and Saturdays, some division people involved with testing will work overtime, beyond regular business hours.

Those eligible for overtime are first, employees at each site that's involved; then anyone else who has applied. A resurvey of people in field operations was necessary because our Sept. 10 hours change required them to work overtime at their own facilities, and those handling CDL staffing needed to know if they wanted additional overtime. (This survey was distributed Sept. 13 with paychecks.)

• By press time, the Employee Development staff had trained more than 700 employees in how to schedule and administer CDL tests, in fee collection or in CDL general information. Trainees came from the ISM Correspondence Center, the Telephone Center, Special Assistance, Technical Support, Data Base Corrections and motor vehicle agencies and driver testing centers. To accommodate MVS people throughout the state, trainers traveled six days a week, Monday through Saturday, to conduct CDL classes.

• A Spanish CDL manual is ready for printing and should be available later this fall for commercial drivers who will also be tested in Spanish. Although we have an automated test in English and Spanish, we're developing a Spanish paper test equivalent to the English paper test. Like the audio test being developed for those with reading difficulties, both paper tests offer alternative routes to CDLs.

All NJ commercial drivers must be licensed by April 1992. Division representatives for CDL are optimistic about meeting the deadline.

(Editor's Note: We hope this overview, though it's long, serves to alert you to what was happening on the CDL front at press time. But our story isn't complete, and it will never be, for things happen, and change, every day.

(For additional CDL news, we suggest you watch for messages from Col. Pagano in the occasional "FYI Staff" flyer. And, periodic update reports on CDL changes and decisions go out to operational units as soon as possible after news breaks.

(However, your most valuable sources of CDL information are the supervisors and managers in your immediate area. They should know the latest on CDL from the people they report to, and they can best tell you how CDL news will affect you and your work. So, we hope everyone will be talking about CDL.)

MAILBAG

The following excerpts from letters to the division complimented MVS people.

Listened . . .

I was summoned to appear in municipal court on the allegation that I had abandoned a 1977 Mercury Comet. . . . I had sold it five years earlier and no longer had a copy of the bill of sale. The court insisted that I provide proof.

. . . I reached Karen Diaz (Data Output), who listened to my situation and personally took the time to ensure I got the necessary documents. My court case was dismissed because of her assistance.

Geralyn A. Dobesh
Lyndhurst

Caring . . .

When I called for help after I received a letter saying my license was suspended, I was lucky enough to (speak to) Debbie Austin (Surcharge). It took about 15 minutes to get my problem straightened out. . . . She was so polite and caring and efficient.

It's great to know that MVS employs people like Ms. Austin who help people with what sometimes can be a very confusing system.

Stacey M. Alberts
Point Pleasant

TALE LITE

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Jim Florio, Governor

Department of Law and Public Safety
Robert J. Del Tufo
Attorney General

Motor Vehicle Services
Col. Clinton L. Pagano
Director

Tale Lite is printed monthly for people like Melody Levinson, Driver Improvement Analyst 1, at the Deptford Regional Service Center, as a forum for information, ideas, comments and concerns.

Employees are invited to share their stories, opinions and anecdotes by calling 609-292-8231, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 7th floor, 25 S. Montgomery St.

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